

Social Service Directory for COVID-19

CALL 211

The City of Knoxville 211 call line is your access point for resources.
Dial “211” or “215-4211” on your home or cellular phone,
and an administrator will connect you to social services and other resources.

¿Se Habla español? Llame al 211 para asistencia.

If you speak **Swahili, Kinyarwanda, Arabic, or Acateco**, 211 can also help you.

Resources for Seniors:

-CAC Office on Aging (OOA): 254-2786

Call for meal support, access to case managers, social support, & countless other important programs for persons' age 60 and older across the Knoxville-Knox County area. Visit the OOA website for more:
www.knoxseniors.org

-Senior Information & Referral (SIR): 546-6262

Call for information about services for older adults & persons with disabilities who live in the Knoxville-Knox County area.

-S.O.S. SCHAS Out Shopping program: 523-2920

Call or visit www.schas.org to fill out an online form, and a S.O.S. can do your shopping & deliver groceries to your home. This service is available for seniors age 62+ and persons with compromised immune systems.

Resources for Kids:

-Meals for school-age children are available at 38 designated emergency feeding sites via drive-through or walk-up pick up. For a list of participating locations and more details on obtaining meals, please visit:
<https://www.knoxschools.org/mealinfo>.

-All other questions and requests for social services and/or resources, can be directed to 211.

Resources for All:

-Health Questions:

-Knox County Health Department: 215-5555 or (888) 288-6022 (toll free)

Available 8 a.m. – 4:30 p.m., Monday – Friday: All residents with concerns about their health may call. If you have a primary care physician, please reach out to them first.

-Tennessee Department of Health Public Information Line: (877) 857-2945

Available 11 a.m. – 11 p.m., seven days a week: Call for updates and information on public health in Tennessee.

-City of Knoxville CHATBOT: www.knoxvilletn.gov/chat

The “bot” is an interactive system designed to point you to answers, commonly asked questions, and resources on Coronavirus and COVID-19. It is available 24 hours.

More information can be found at the following websites: www.knoxcountyhealth.org, www.tn.gov/health, www.cdc.gov/coronaovirus, www.knoxvilletn.gov/COVID19.

Call 311 for all city related questions & 211 for social service assistance.

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Resources for All:

-Grocery Online Order & Pick Up:

Food City, Kroger, and Walmart all offer this service. Check your favorite grocery store's website to see what service they offer near you.

-Prescription Delivery:

Walgreens and CVS both offer prescription delivery programs. Check your favorite pharmacy's website to see if they offer this service near you.

-Neighborhood Network:

In times like these, many neighborhoods step up to take care of each other. Visit knoxvilletn.gov/neighborhoods for a list of Knoxville neighborhoods and neighborhood map access. Contact Eden Slater at eslater@knoxvilletn.gov or call the Office of Neighborhoods 215-3232 to connect with your neighborhood to see any local efforts they are using to help each other.

-Food Access:

Check out the [Food Access Flyer](#) for a list of resources and programs to food support for all Knox County residents. Visit <http://knoxvilletn.gov/covid19> and click the "Food Access Resources" tab for more.

-Mental Health Support: Call either of the following resources to talk to trained staff and volunteers:

TN Mental Health Strike Team – (865) 363-1239 (Anytime)

Salvation Army – 1-844-458-4673 (Between 9 a.m. and 9 p.m.)

HOW CAN I HELP?

This is a difficult time and an important time to rely on each other. Some of us might need resources & others' may be looking for ways to give back, even while practicing social distancing.

If you need any social services or resources, please call 211.

If you are looking for ways to help during this crisis, check out the list, below:

Where Can I Donate to Help Those in Need?

-United Way of Greater Knoxville: COVID-19 Response Fund

United Way is collecting money to reallocate to non-profit organizations' offering vital services to those impacted by the COVID-19 pandemic. Visit www.uwgk.org to donate or text "KNOXCOVID" to 41444 to donate, and help these organizations continue their work.

How Can I Volunteer?

-Volunteer East Tennessee: COVID-19 Response Volunteers

Volunteer ETN is creating an active volunteer list to communicate needs as they present. Volunteers may be asked to help with such things as phone wellness checks, meal delivery, communication, meal packing, and picking up essential items. For a list of current needs and to stay up-to-date on needs as they progress, visit www.volunteeretn.org or call 562-4085.

Is There Anything I Can Do Close to Home?

-Adopt A Neighbor: Work with Your Neighborhood

Many Neighborhood Organizations have come together to find creative ways to support each other. If you are interested in getting involved in what your neighborhood has started or would like to initiate a way to help neighbors in need in your area, contact Eden Slater at eslater@knoxvilletn.gov or call 215-3232.